

## **State Council on Workforce Services**

15 July 2004

Provo, Utah

1:00 p.m.

*Attendees: David Hogue, Allan Ayoub, Evan Maxfield, Blaine Petersen, Marv Johnson, Linda P. Walton, Greg Diven, Diane Lovell, Patti Harrington, Tim Gwyther, Paul Neilson, Frank Maughan, Natalie Harmon, Melanie Reese, Judy Chambley, Debra Dull, Lorna O'Berto, Susan Hill, Bob Gilbert, Wayne Griffin, Jon Pierpont, Darin Brush, Melissa Finch, Lynn Purdin, Melisa Stark, Steve Maas, Clarke Woodger, Diane Russell, Corrie Jensen, Daniel Frei, Dale Brockbank, Karen Larsen, David Harmer, Connie Laws, Helen Thatcher, Mike Richardson, John Nixon, James Whitaker, Lynette Rasmussen, Ron Tiffany, Michael Sullivan, Karen Silver, Jan Thompson, Roger Halladay, Jane Broadhead, Cathy Chambless, Ron Ahlstrom, Curt Stewart, Richard K. Winters, Juan Pelaez, Marilyn Taylor, Bob Haywood, Jan Zogmaister, Shawn Potter, Ken Walker, Stan Lockhart, Monteen Gordon, Randy Emery, Raylene Ireland, Kevin Crandall, Kristie McMullin, Mary Gehman*

*Excused: Libbie Zenger, Pamela Clark, Richard Thorn, Stephen Goodrich, Mark Raymond*

### Welcome and Opening Business - Randy Emery

Randy called the meeting to order and welcomed the group. He thanked Mountainland Region for hosting the State Council. He introduced Melissa Finch, Mountainland Regional Director and Karen Daniels, Provo Employment Center Manager. Melissa welcomed the group on behalf of Mountainland Region. Karen stated that Mountainland Region has five employment centers: American Fork, Park City, Heber, Provo and Spanish Fork. Provo is the largest of the five serving between 400-450 customers per week in the job connection area.

Randy introduced new Council members: Dr. Patti Harrington, new State Superintendent of Public Instruction; Marilyn Taylor, Vice President, Director of Retail Marketing for Zion's Bank; Greg Diven, new Chair for Central Region, replacing Jane Reister Conard and welcomed back Kevin Crandall, Manager of Customer Implementation for Xactware, replacing Craig Swenson. Kevin was previously on the State Council as the

Mountainland Regional Council Chair. Randy introduced Dr. Catherine Chambless, Project Director for Workability, Melanie Reese, Executive Director on the Governor's Commission on Marriage, Dale Brockbank, Utah Director of Veterans Employment and Training for the Department of Labor, Diane Russell, Executive Director of the Utah Governor's Committee on Employment for People with Disabilities and Clarke Woodger, Acting Chair for the Cultural Integration Advisory Council (CIAC). Randy informed the Council that Annabel Sheinberg will be attending the next State Council meeting as the new representative from the Office of Child Care, replacing Peter Corroon whose term is up.

Randy Emery called for approval of the Consent Agenda. Allan Ayoub motioned to approve the Consent Agenda (which includes the 22 April 2004 meeting minutes and three training vendors, Ivy Hall Academy of Nursing, Orem, UT; Nursing Education Center, Bountiful, UT; and Prime Cut Academy, Roosevelt, UT). Shawn Potter seconded the motion and the motion carried.

#### Executive Director's Report - Raylene Ireland

Raylene introduced Representative David Hogue, who announced that the National Conference of State Legislators is scheduled for the week of July 19<sup>th</sup> at the Salt Palace. There are currently 4000 registered and more are expected.

Raylene reported that the Department of Workforce Services has recently received several awards:

- "Best of the Best" award given by the US Department of Agriculture for the unprecedented turn around in food stamp accuracy. Several years ago, Utah slipped into sanction but responded immediately and is currently at a 96%+ accuracy rate. Raylene thanked everyone for their commitment;
- The National Association of State Workforce Agency's (NASWA) 2004 William J. Harris Equal Opportunity Award has been awarded to recognize the outstanding efforts of DWS's Equal Opportunity Officer Carolyn Parsons, who will be recognized for her contributions to Utah's program at the Annual Equal Opportunity Conference in August 2004. Raylene acknowledged Carolyn for her fine work within the Department. Raylene will attend with Carolyn to accept the award;

- DWS has been awarded the Chief Information Officer Award for Outstanding Enterprise Initiative for Services for Citizens for UtahCares. UtahCares is an online directory of health and human services available in Utah;
- Raylene continued that in 1999 DWS received a civil rights complaint. She and Michael Sullivan recently traveled to Denver to meet with the Office of Civil Rights and they were able to close the matter.
- DWS is partnering with community development agencies and higher education and will be holding a conference later this year to which the Council members will be invited. Monteen Gordon will send out the specifics as they become available.
- Raylene reported that DWS plans to roll out a Career Management System to provide the necessary competency management tools that will allow for objective assessment, feedback, and development of professional competencies for all DWS employees in order for them to have career advancement. Raylene and her deputies have been out in the regions discussing this. This will be rolled out to supervisors in December/January and rolled out to the rest of DWS staff six months later. She feels this will strengthen the Department.

Utah Transit Authority (UTA) Incumbent Worker Training Partnership - Darin Brush

Darin Brush, Deputy Director, Workforce Development and Information Division (WDID) reported that UTA contacted DWS to ask for help with their severe workforce development needs. They need to upgrade the skills of more than 400 employees so that they have competencies to maintain and repair specialized transit equipment. DWS is considering creating an incumbent worker-training program beginning with UTA and then replicating it for other industries. Creating an incumbent worker-training program would require amending our State plan. DWS will develop a business model and come back to the Council for approval.

WIA/Wagner Peyser 1 Year Plan Update - Mike Richardson

Mike reported that at the last State Council meeting, DWS had received notification that the plan was due within five weeks. Mike recognized Connie Laws for her work. DWS has been notified that the Department of Labor has approved the plan.

#### Cultural Integration Advisory Council (CIAC) - Chuck Woodger

Clark Woodger reported that CIAC is interviewing and will have a new Chair by July 20<sup>th</sup>. They have produced a video and a booklet detailing the success and progress of the cultural integration grant with Granite School District. The video and booklet will be available for distribution soon.

#### Workability CD - Dr. Catherine Chambless

Dr. Catherine Chambless presented the Workability CD that is a result of a partnership between DWS, the Utah Department of Health and the Utah State Office of Rehabilitation and should increase employment for people with disabilities within the state. The CD gives valuable information to employers about employing people with disabilities and to jobseekers with disabilities about becoming employed. She demonstrated the CD that will eventually be available on the internet. She continued that she is working with Steve Maas to get it out to the employers. Radio ads are scheduled to be aired on KSL. A group of employers called UBET (Utah Business Employment Team) share best practices and discuss the benefit of hiring disabled employees. Cathy acknowledged Chamber head, Lane Beattie for his support. Cathy is available to make presentations to regional councils.

#### Veterans Information - Frank Maughan

Frank discussed various Veterans Organizations including the American Legion, Veterans of Foreign Wars, Disabled American Veterans, Vietnam Veterans of America and the Military Order of the Purple Heart. He stated that there will be a monument to all Utah Veterans at Hill Air Force Base. Dale Brockbank explained that DWS applies for grants through the Department of Labor and is awarded Federal funds for veterans services. Dale also informed the Council about the Uniformed Services Employment and Reemployment Rights Act (USERRA), a law passed to protect employment of returning Veterans. He stated that his job is to investigate the validity of complaints. If the law has been broken, the employer can be taken to Federal Court. He reported that he gets 200-250 calls per year on questions on re employment.

#### Governor's Commission on Marriage - Melanie Reese

Melanie Reese, Executive Director of the Governor's Commission on Marriage gave information on the commission that has been moved under the

Department of Workforce Services, including information on the negative fiscal impact of divorce on government and society.

Business Services & Marketing Committee Report - Ken Walker

Ken stated that Utah is gaining reputation nationwide in the business services area. The marketing campaign sent to employers by DWS Workforce Development and Information Division (WDID) had a cumulative response rate of 15.2%. Typically the expected response rate for a direct mail campaign is between 2-3%; the target response rate WDID hoped for was 5%, so the results were excellent. Ken continued that the business services consultants are focusing on the needs of the employers and are now referring to employers as business clients. He informed the Council that the Mountainland Regional Council of DWS and IHC is sponsoring a cultural diversity conference on September 15<sup>th</sup> at Thanksgiving Point. Employers are invited.

Regional Council Chairs Report - Evan Maxfield

Evan reported the following from today's Regional Council Chairs meeting:

- Rosemarie Carter presented the DWS Facilities Process;
- They discussed a project the Center for Workforce Preparation, an affiliate of the National Chamber of Commerce, is doing to collect employer success stories;
- The Chairs heard from business consultants from Mountainland Region and Central Region and their success working with Wal-Mart and other employers;
- Steve Maas informed the Chairs that in order to be more inclusive of various business customers that DWS serves, we are changing our terminology of employer customer to "business client" as not all business clients that we serve are employers;
- Evan provided the group with details on his recent trip to China.

Operations and Performance Committee Report - Mike Richardson

Allan Ayoub asked Mike Richardson to report for the Operations & Performance Committee. Mike Richardson gave a TANF Rainy Days Funds report during O&P and passed out copies to the rest of the State Council. This explained how the TANF Rainy Day Funds were spent. All WIA, Wagner-Peyser and Veterans Performances measured have been negotiated with and approved by the Department of Labor and are included in the State

Plan. Mike continued that Suzan Pixton, an attorney for the DWS Legal Department, has researched the DWS Veterans Priority of Service and the law as requested and found that DWS is in compliance with the law.

#### State Youth Council Report - Jan Zogmaister

Jan reported that the State Youth Council acted on contract extension recommendations today. The following bullet statements provide details:

- Extend contracts for Central and Western region WIA Youth contractors, Salt Lake County Youth Employability Services—YES program, and WinField Kids;
- Eastern Region has requested that the Pinnacle Canyon Academy contract be allowed to expire without extension as of 6/30/04;
- Postpone extension requests until the October 2004 meeting for both Mountainland and North Regions;

These issues have been thoroughly discussed at the DWS regional level. Jan made the motion to approve the contract extensions for Central and Western Regions, and affirm the decision of the Eastern Region to allow the contract to expire. Frank Maughan seconded the motion and the motion carried.

Jan continued that Medicaid funds have been cut and as part of the WIA youth program, we are required to provide Comprehensive Guidance and Counseling services, which may include mental health services. Currently, if a youth is not eligible for Medicaid, they can receive substance abuse services but not mental health services. Options are being considered. At the next meeting, more details will be presented.

Jan continued that the State Youth Council is requesting a waiver from the Department of Labor for Utah to change the definition of low-income youth and out-of-school youth, which will allow us to better serve those populations targeted by Governor Walker's Transition to Adult Living initiative. This will help ensure that all youth leaving foster care, a high-risk population, receive services. Jan also showed a copy of the new format of the state youth council newsletter, which is available on the Internet at [www.jobs.utah.gov](http://www.jobs.utah.gov).

#### Other Business

Lynette Rasmussen, Director of the Office of Child Care (OCC) reported that the OCC has entered into a contract with a resource company to study

the economic impact of child care in Utah. They will partner with the Department of Economic and Community Development and will report more later.

Richard Winters reported that the Information and Referral Source (211) is in place across the State. He continued that a section of the veterans medical center has been set aside for homeless vets. They will help with drug and alcohol problems as well.

#### Public Comment

Corrie Jensen from Futures Through Training provided statistics about the Utah Farmworker Program. She stated that the Department of Labor has requested that we work with them.

Karen Silver, Community Action Program, suggested that the State Council request an update on the eREP project. She also suggested that we get a break down on the number of ethnicity when we get the labor market statistics.

Randy Emery announced that he is stepping down as the Chair of the State Council on Workforce Services and that today's meeting will be his last as Chair. He announced that Kevin Crandall has been appointed by Governor Walker to be the new Chair. Kevin presented an award to Randy and read a proclamation from the State Council thanking Randy Emery for his service as a member and Chair.

The meeting adjourned at 3:25 p.m.